# V. E-GOVERNMENT
## ACCESS AND SERVICES FOR CITIZENS AND BUSINESSES

The ultimate extension of information management and customer service applications is the direct incorporation of the information provider and business and citizen user into the system. The State has moved aggressively in the adoption of e-commerce tools and the creation of a robust e-government Portal to the State's information resources and services. The descriptions below represent only the tip of a forming iceberg.

## A. ACCOMPLISHMENTS

### Providing a Single Entrance to E-Government

The establishment of the InforME portal has consolidated state agency e-commerce, e-government, and information distribution activities and provided citizens and businesses with a single point of access. InforME also provides state agencies access to additional expertise and resources for the development of e-government applications and subscription services to businesses wanting special, enhanced, or tailored access to state agency information.

The InforMe Portal is organized in a functional manner to meet the needs and interests of businesses and the general public. It has five major headings:

- Maine State Government.
- Doing Business in Maine.
- Living in Maine.
- Visiting Maine.
- eGovernment Services.

**Maine State Government** makes available the informational websites of departments, agencies, and offices in all three branches of government as well as quasi-governmental, independent entities. In addition, it provides an extensive listing of federal and local government offices and resources as well as organizations and associations supporting the distribution of information about government.

**Doing Business in Maine** supplies information to both employers and employees on employment opportunities in Maine and across the country. It gives access to information on Maine corporations, business resources, and professional licensing. It provides access to online interactive web services for businesses that want to bid on state contracts or state commodity or equipment purchases. In conjunction with the Department of Professional and Financial Services, InforME has developed interactive pages for the online filing of most professional license renewals.

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**Living in Maine** enables access to information about Maine communities, education, libraries, and other aspects related to the Maine quality of life.

| Living in Maine |
| --- |
| Communities |
| Libraries |
| Education |
| Arts & Leisure |
| Transportation |
| Safety & Health |
| Environment |

**Visiting Maine** provides services to individuals interested in vacationing or otherwise taking advantage of Maine's natural environment. It includes services for making online hotel and state and private campground reservations.

| Visiting Maine |
| --- |
| Travel & Tourism |
| Lodging |
| State Parks |
| Cultural Events |
| Museums |
| Maps |
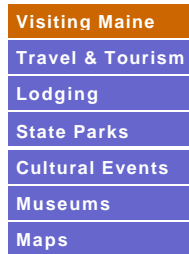
**eGovernment** gives another point of access to services available to both businesses and citizens. Business Services include online access to a searchable listing of

| eGovernment Services |
| --- |
| Business Services |
| Citizen Services |

corporation names and copies of all corporation filings. It provides access to Maine Revenue Services online filing of sales and other business taxes. It provides subscription services for approved insurance companies to access Bureau of Motor Vehicle driver license, driver history, and vehicle title and registration records. Citizen Services include a wide variety of informational and online e-government resources. Among others, these include:

- Telephone Directory listing of state offices.
- A searchable listings of:
  - Artist and art organization.

- Dedimus Justices search.
  - Doctor search by region.
  - Notaries search.
- Access to the Legislature's listing of bills and bill status.
- Genealogy search for birth, death, and marriage archives.
- Maine Health Data and state and national health resources.
- A searchable motor vehicle vanity plate name availability.
- ATV and snowmobile registration renewal.
- Campground registration.
- Hunting and fishing licenses.
- Inland Fisheries & Wildlife online store.
- Lodging reservations.

### Accessing Maine Laws and the Legislative Process Online

The Legislature's website provides online, searchable access to Maine's Constitution, Statutes, and Chaptered Laws. In addition, it provides a Bill Tracking System to view copies of bills and amendments and track the progress of legislation from its initial submission through floor debates and votes. Records of debates and roll calls are found online in the Legislative Records of each house. Individuals and organizations can contract with the Legislative Branch to receive periodic updates on selected legislative topics.
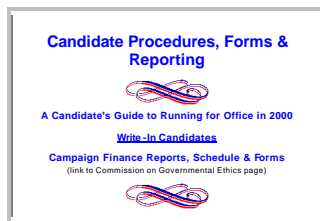


Online copies of Rules clarifying state laws are available on the website of the Division of Rules, Commissions, and

Administration in the Department of the Secretary of State.

## From Candidate to Elected Official: Automating the Electoral Process

The Elections Division at the Secretary of State and the Ethics Commission provide a wealth of information for both candidates and voters. Candidates can find information on running for office. Office holders can access filing forms required by the Ethics Commission.

**Candidate Procedures, Forms & Reporting**

A Candidate's Guide to Running for Office in 2000
Write-In Candidates
Campaign Finance Reports, Schedule & Forms
(link to Commission on Governmental Ethics page)

Candidates and voters can access the results of prior elections, statistics on the number of registered voters, and listings of past and proposed Citizen Initiatives.

## Good Jobs, Safe Jobs, Labor Laws

The Maine Department of Labor has public terminals at its Career Centers that include listing of employment opportunities in the state and in the national America's Job Bank. Job information is also accessible over the Internet from home or at libraries throughout the state. For clients registered with the Career Centers, users can schedule job interviews with employers listing openings from Career Center terminals or online from home or library computers.

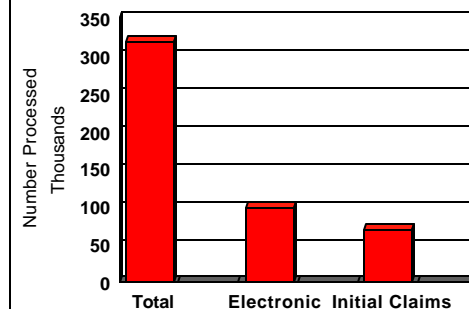## Providing Income Support to

## Unemployed Workers

DOL's Unemployment Insurance Call Centers have automated many of the common questions from unemployment recipients and employers. Its Automated Voice Response system, for example, can answer a recipient's questions regarding the status of an

**HOW TO CLAIM UNEMPLOYMENT BENEFITS**

unemployment check. The caller chooses the appropriate menu item and provides the correct personal identifier. The system then searches an Oracle database containing information on payments and gives an automated response as to whether, and when, the check was cut and sent.

**UNEMPLOYMENT CALL CENTERS**

Number Processed Thousands

(Bar chart showing values: Total ≈ 325, Electronic ≈ 100, Initial Claims ≈ 70)

The Call Centers processed 318,200 calls in calendar 2000. Of these, 100,500 were handled electronically through its Interactive Voice Response (IVR) Unit. During the period 71,300 initial claims were filed and 506,100 weekly claim cards were filed. Recipients will be able to file weekly claims over the phone using the IVR system in FY 2002.

The Department of Labor's website also connects visitors to a range of related sites. Visitors can access national listings of employment opportunities, descriptions of federal programs aiding workers, and useful information on financial planning and retirement.

## Online Bidding on Government Purchases

Division of Purchases has contracted for an automated browser based system for posting purchase orders from agencies, vendor online bidding, receiving and managing bids, making awards, and processing payments.

## Paying Taxes Online

Individual income taxpayers have several methods of filing income taxes. Any taxpayer can download income tax forms from the Maine Revenue Service's (MRS) website, have a tax practitioner file an electronic return, or file an individual income tax return directly over the Internet. In addition, MRS's Tele-File system uses voice response technology to allow an individual income tax payer to file a short-form return over the phone. For the 2000 tax year, 62,000 had a tax preparer file electronically, 14,500 filed over the Internet, and 33,200 used the automated phone voice response system (Tele-File).

**ELECTRONIC FILINGS**
INDIVIDUAL INCOME TAX
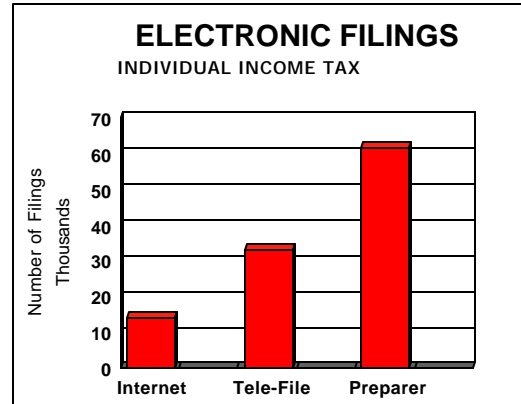


Businesses can file withholding, unemployment, and sales taxes over the Internet and make payments using electronic funds transfers.

## Using Technology to Enhance Regulation of Banking and Financial Institutions

The Department of Professional & Financial Regulation has made significant investments in technology and related tools. These tools have allowed them to link with the financial services industries and federal and other state regulators. Investments in technology and software allow technical staff to access data electronically and make the agency's financial analysis function more efficient.

The Bureau of Banking conducts business with the FDIC, Federal Reserve Board, and other federal regulators electronically. Banking and insurance financial reports, which used to be submitted in paper, are now submitted electronically to the Department.

## Renewing Professional Licenses Online

The Department of Professional & Financial Regulation (DPFR) has made a major investment enabling individuals to renew their professional licenses on-line. Individuals can download all of DPFR's 242 licensing forms from the Web. In addition, in December 2000, DPFR made 140 of the forms interactive to allow for online filing and credit card payment of license renewals. In the first four months of online filing, 182 individuals have renewed their licenses online.

**PROFESSIONAL LICENSES**
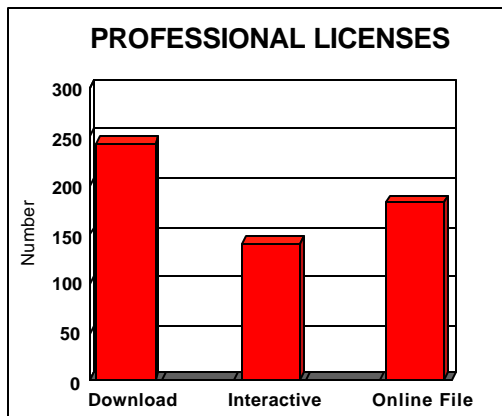


In addition, electricians can file an Electrical Permit Application for permission to install electrical equipment in areas not covered by municipal electrical inspectors via a combination of email and the Internet based application forms.

## An Online Window on Maine Courts and Legal Assistance

The Judicial Branch's website contains extensive information on the court system and the names and addresses of courts and court officials. Additional online information is presented for prospective jurors and on court procedures and court fees. It also provides online copies of Supreme Court Opinions.

Visitors can link to other sites providing legal information and assistance. The link to Pine Tree Legal Assistance, Inc. provides access to legal forms used in Maine court proceedings. Some of the forms are interactive and can be filled out online before printing.



Pine Tree Legal Assistance
Experimental Forms
Preparation Site
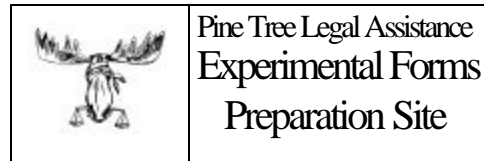
## Providing the Public a Real-time Online View of the Regulation of Public Utilities

The Public Utilities Commission provides real-time, audio and video transmission of its regulatory proceedings over the Internet. It is also developing a capability of accepting online filings.

## Strengthening Maine's Seafood Industry

The official Maine Seafood Industry website is a unique public-private initiative of the Maine Department of Marine Resources (DMR) and Maine's seafood industry. The website provides an efficient way to accomplish the dual purpose of providing a continuous flow of information within the Maine seafood industry and to prospective buyers and customers worldwide.

DMR's goal is for Maine's seafood industry to take ownership of this site. DMR would continue to supply content and information on events, news, and industry trade leads.

The site offers several distinct functions to serve its target audiences. These include:

- Dialogue forums.
- The Maine Seafood Products directory - A searchable database listing suppliers of Maine seafood products.
- Industry Library - Calendar of industry events, news bulletins, articles, papers, profiles of Maine species, a glossary of fisheries management terminology (for beginners, and advanced users) and industry trade leads reside in the seafood library.

### Information on Education – What and How Maine is Doing

Primary and Secondary Education.

The Department of Education provides database of information about public primary and secondary schools and other educational resources across the state.



Maine State Colleges and Universities.

The University of Maine System, the Maine Maritime Academy, and the Maine Technical College System (2 year community colleges) all have course listings on their websites. In addition, they provide some combination of WEB browser based or automated telephone response systems to provide registration, grades, and other services to students.

The University System also provides distance-learning opportunities via interactive television at locations throughout the state.

### Maine Statistics at a Glance

The State Planning Office maintains a database on population and economic statistics.
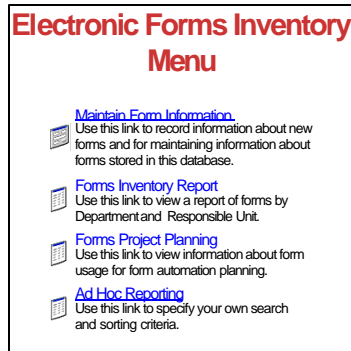
### B. CURRENT INITIATIVES

### Conducting Business Online

Legislation passed in 1999 (PL 446, An Act to Improve Access to Electronic Filing for Businesses) directs every state agency that requires filing of information by businesses or the public to make their forms available for downloading from the Internet. The legislation also requires agencies to submit plans for the development of applications for the online filing of forms.

### Filing Campaign Expenditure and Lobbyist Reports Online.

The Maine Commission on Governmental Ethics and Election Practices plans to accept electronic filing of campaign contributions and lobbyist discloser reports. This information will be available to the general public online from the Commission's Website.

**Electronic Forms Inventory Menu**

Maintain Form Information
Use this link to record information about new forms and for maintaining information about forms stored in this database.

Forms Inventory Report
Use this link to view a report of forms by Department and Responsible Unit.

Forms Project Planning
Use this link to view information about form usage for form automation planning.

Ad Hoc Reporting
Use this link to specify your own search and sorting criteria.

## Renewing Motor Vehicle Registrations Online

The Bureau of Motor Vehicles has successfully prototyped and will expand to interested municipalities a web based application that enables individuals to renew their vehicle registrations and pay local vehicle excise taxes online.

**ONLINE VEHICLE REGISTRATION RENEWAL**

Maine Bureau of Motor Vehicles

## Online Filing of Corporation Documents

The Division of Corporations in the Secretary of State has contracted with InforME to expand its web-based interface with businesses and non-profit organizations. The Division will accept online electronic filing of Articles of Incorporation, charter amendments, and corporation annual reports as well as UCC filings over the Internet.

## MOSES Delivers Hunting Licenses

The Department of Inland Fisheries and Wildlife has undertaken a major initiative to automate its licensing, registration, and permitting systems. The Maine Online Sportsman's Electronic System (MOSES) will be an Internet based, point of sale system. The Internet will be used as the communications method for the sale and tracking of licenses, permits, and registrations issued by the Department of Inland Fisheries and Wildlife. The Department's agents across the state will have access to data that will make the transaction with the customer faster and less prone to error. Individuals will also be able to obtain licenses, registrations, and permits directly over the Internet or by phone from call centers.

## Renewing Professional Licenses Online

The Department of Financial and Professional Regulation (DFPR) will expand its application for on-line filing of professional license renewals to cover all of the 230 licenses managed by DFPR.

## C. FUTURE STRATEGIC DIRECTION

Individuals and businesses will be able to conduct routine transactions with all state agencies over the Internet. All agencies will provide where practicable interactive websites for the completion and filing of forms used to collect information required in the provision of services to their customers. For repetitive transactions that require authorizing customer signatures, state agencies will

have the capacity to establish and accept e-signatures.

Action Items:

- The State will establish procedures and implement technology to accept e-signatures.

- The number of online forms will increase.
- InforMe will implement major enhancements to the State's Internet portal to improve ease of use.

# VI. SECURITY AND PRIVACY

The general policy of the State is to secure its operations from disruptive outside intrusions and to protect and manage its information resources in a manner commensurate with its confidentiality. Under the State's "freedom of information" statutes, citizens have the right to "inspect" all public documents and information. At the same time, the State and its agencies have the responsibility to protect information specifically classified as confidential.

To protect the entire system against unauthorized access and viruses, the State has adopted a layered approach. These are divided between the enterprise level WAN management and individual agency control of their local networks and applications.

## A. ACCOMPLISHMENTS

### Network Management

The BIS Network managers maintain a firewall to control outside access the State's WAN. In a "reactive/preventive" mode it can block known virus messages. It also directs all e-mail to its mail concentrator. The concentrator screens specific file types that are able to contain viruses or act as Trojan horse programs or time bombs. It also runs virus detections software to examine all messages and attachments.

### Agency Actions

Agencies provide a further layers of protection by running security and virus protection software on their Mail Servers, Post Offices, and desktops. Additional access controls are imposed in the form of logon ID's and passwords that restrict the areas of access and functions performed. Physical security is imposed in terms of restricted areas, photo ID badges, and locks.

All state agencies have also established record management procedures for the handling of confidential information and for responding to requests to "inspect" public documents. The procedures provide the means for regulating and tracking access to sensitive information regardless of the media on which it is stored (paper, film, or computer hard drive); the systems that process it (microcomputers, mainframes, or voice mail systems); or the methods by which it is moved ( regular mail, electronic mail, or voice).

# B. CURRENT INITIATIVES

## Windows 2000

The initiative of BIS and the ISMG to implement Windows 2000 as the enterprise e-mail and network operating system will provide increased security.

## Privacy

Both the Legislature and the ISPB have initiatives to protect the privacy of confidential information. The initiatives will require the State's websites to provide privacy statements that inform visitors what will happen to the information entered by the visitor or otherwise collected on the visit under the State's confidentiality and Freedom of Information statutes.

# C. FUTURE STRATEGIC DIRECTION

The State will continue to operate an industry standard network, server, and desktop security system.

Action Items:

- The State will implement Windows 2000.
- The State will develop policies and practices and implement information technology systems that assure the confidentiality of statutorily protected personal information.

The Department of Human Services and the Department of Mental Health, Mental Retardation, and Substance Abuse Services will work to keep their information compliant with federal security and privacy standards.

Action Items:

- As they are promulgated, Maine will conform to the rules implementing the 1996 federal Health Insurance Portability and Accountability Act (HIPAA).

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